



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**US Xchange of Illinois, L.L.C.**  
**d/b/a One Communications II**  
**for Filing Period 10/1/2008 to 12/31/2008**  
**Tracking Number 2503**

**Performance Data - Code Part 730**

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.60	1.90	2.50	2.00
B. Operator Answer Time - Information Section 730.510(a)(1)	5.90	4.80	5.25	5.32
C. Repair Office Answer Time Section 730.510(b)(1)	149.00 *	179.00 *	257.00 *	195.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	149.00 *	179.00 *	257.00 *	195.00 *
E. Percent of Service Installations Section 730.540(a)	89.00% *	100.00 %	100.00 %	96.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	75.00% *	54.84% *	62.07% *	64.13% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.41	0.47	0.64	0.51
H. Percent Repeat Trouble Reports Section 730.545(c)	15.90 %	6.00 %	8.90 %	9.90 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$222.67	\$974.90	\$724.17	\$1,921.74
B. Number of credits issued for repairs - 24-48 hours	4	7	3	14
C. Number of credits issued for repairs - 48-72 hours	1	3	4	8
D. Number of credits issued for repairs - 72-96 hours	0	0	2	2
E. Number of credits issued for repairs - 96-120 hours	1	1	0	2
F. Number of credits issued for repairs > 120 hours	2	3	2	7
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	1	0	0	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

**Disclaimer:**

"Percent of service installations" does not account for customer requested delays. "Number of installations after X business days" is based on days from loop delivery from ILEC.